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DEPARTMENT FOR MEDICAID SERVICES

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Lisa Lee
COMMISSIONER

To: All 1915(c) Home and Community Based Services Waiver Providers

From: Pam Smith, Director
Division of Long-Term Services and Supports

Date: July 31, 2023

Re: 1915(c) Home and Community Based Services Waiver Updates

Kentucky's 1915(c) Home and Community Based Services waiver programs have seen ongoing changes in the past few years with the COVID-19 pandemic, the legislature-directed rate increase, and growth in waiver enrollment. The Department for Medicaid Services (DMS) wants to share important information related to these changes.

Home and Community Based (HCB) Waiver Slot Availability

There is now a wait list for slots in the Home and Community (HCB) waiver. The wait list began on June 13, 2023. Applicants are being placed on the wait list for a slot on a first-come, first-serve basis. DMS will allocate all individuals currently on the wait list on August 1, 2023. To facilitate quicker access to services, DMS is dedicating additional nurses to the HCB waiver to help with assessments for newly allocated individuals. Once participants have received level of care approval, they can contact the 1915(c) Waiver Help Desk at 1915cWaiverHelpDesk@ky.gov or (844) 784-5614 for assistance finding a case manager.

Individuals waiting to access services or currently accessing 1915(c) HCBS waiver services also have the following resources available to them.

- They have access to Medicaid state plan services. Medicaid-eligible individuals under age 21 may be eligible for services covered by Medicaid's Early Periodic Screening, Diagnosis, and Treatment Services (EPSDT) benefit.
- Individuals aged 60 or older can contact their local [Aging and Disability Resource Center](#) for assistance accessing other available resources.
- Community resources can be used to fulfill needs. The DMS Division of Long-Term Services and Supports maintains [a list of potential resources online](#). Individuals can also search [kynect Resources](#) for programs or organizations in their geographic area that

meet their needs. The University of Kentucky Human Development Institute also maintains a [resource guide for individuals with disabilities](#).

The Program of All-Inclusive Care for the Elderly (PACE) may be an appropriate community-based alternative to waiver services for Medicare and/or Medicaid-eligible individuals aged 55 and older who live in an [area covered by PACE](#). Please note that individuals cannot be enrolled in both PACE and a 1915(c) waiver at the same time.

Waiver Participant Contact Information

DMS continues to request that providers and case managers/support brokers/service advisors communicate with applicants and participants about the importance of making sure their Medicaid and waiver contact information is up to date. This will help reduce issues or delays with the ongoing Medicaid renewal process, make it easier to reach applicants when a slot becomes available and prevent assessment or reassessment delays. A participant can update their contact information online by visiting kynect.ky.gov or by calling kynect at (855) 459-6328. kynect phone lines are open from 8 a.m. to 4:30 p.m. Eastern Monday through Friday. The kynect Benefits [Report a Change guide](#) and [Report a Change video](#) offer instructions for updating contact information in kynect. When talking with applicants and/or participants, providers and case managers/support brokers/service advisors should make sure they know to watch for letters from DMS, to review letters, and take any actions requested to move their waiver application or case forward and to reach out for help responding if they need it.

Program Contacts and Questions	
HCB waiver and Participant-Directed Services	Contact DAIL at (877) 315-0589 or HCBinquiries@ky.gov
Michelle P. Waiver and SCL	Contact your DBHDID quality administrator
ABI, ABI LTC, Model II, or General Waiver Questions	Contact DMS at (844) 784-5614 or 1915cWaiverHelpDesk@ky.gov

Contacts for Other Resources and Services	
Medicaid State Plan and EPSDT	(502) 564-6890
PACE	Contact DAIL at (888) 804-0884 or PACE@ky.gov
ADRC Information	Call (877) 925-0037 or review the list of ADRCs
Find a kynector	(855) 459-6328 or use the online search

If you have questions or concerns, you can contact the 1915(c) Waiver Help Desk by phone at (844) 784-5614 or by email at 1915cWaiverHelpDesk@ky.gov.

Sincerely,



Pam Smith
Director, Division of Long-Term Services and Supports